

Questions on Benefits?

The County of Los Angeles offers you a wide variety of benefits programs. Sometimes, it can be confusing on where to go when you need help. The table below includes resources for information and to answer most employee questions.

For information on...	Website/Telephone
Medical or dental plan services	Call "Member Services" on the back of your medical or dental plan ID card
Medical or dental plan ID cards	Visit www.mylacountybenefits.com for contact information
Health benefits including life insurance	<ul style="list-style-type: none"> ➤ Visit www.mylacountybenefits.com, log on to the benefits website then view the Summary Plan Description document for all benefits in your health benefits package, or the Summary of Benefits Coverage (SBC) for your medical plan. ➤ Call the Employee Benefits Hotline at (213) 388-9982, Mon – Fri, 8 am – 4 pm
Complaints about medical or dental plan services or treatment	<ul style="list-style-type: none"> ➤ Call "Member Services" on the back of your medical or dental plan ID card; or visit www.mylacountybenefits.com, log on to the benefits website then click on "Find Benefit Contact Info" in the "my benefits" menu ➤ For unresolved issues, call the Employee Benefits Hotline at (213) 388-9982, Mon – Fri, 8 am – 4 pm. Your issue will be referred to a benefits analyst for resolution.
Health Care and Dependent Care Spending Accounts	Go to www.mylacountybenefits.com , log on to the benefits website then select "Spending Accounts" in the "my tools" menu or call Benefit Concepts Inc. (BCI) at (866) 629-5436
Paycheck	Call your Departmental Human Resources office. Find the number in the County telephone directory.
Retirement	Visit www.lacera.com or call the Los Angeles County Employees Retirement Association (LACERA) at (800) 786-6464
Short-Term Disability (STD) & Long-Term Disability (STD)	For general information visit ceo.lacounty.gov/rtw/rtw_default.htm or call Sedgwick at (800) 786-8600
COBRA continuation coverage	Visit http://hr.lacounty.gov/wps/portal/dhr/employee_benefits for general information or call the Employee Benefits Hotline at (213) 388-9982, Mon – Fri, 8 am – 4 pm
Horizons or 401(k) Savings Defined Contribution Plans	Visit county.la.qwrs.com/login.do or call Great West at (800) 947-0845
Colonial or Universal Life Insurance	Call BenefitVision at (818) 348-3100
Medicare Part A and B & Prescription Drug Coverage	Visit www.medicare.gov or call Medicare at (800) 633-4227
State Registered Domestic Partnership	Visit www.ss.ca.gov/dpreqistry or call the California Secretary of State at (916) 653-3984